ENGLISH

User's Guide

CE

Cruiser

Fixed-Tilt

READ INSTRUCTIONS BEFORE USING

SAVE THIS BOOK FOR FUTURE REFERENCE

Convaid

Customer Service Support

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Technical assistance or repair information hours are:
Monday-Friday, 7 a.m. to 5 p.m. PST

Before Calling:

Please fill in the following information. Customer Service will be able to help you more quickly if you have the exact information indicated.

Serial number of chair: _____

Model of chair: _____

Date purchased: _____

Dealer name: _____

Notice:
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Use only Convaid accessories and parts on Convaid products. Convaid parts are not interchangeable with other manufacturers' products. Replace any worn parts immediately.

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Cruiser

Cruiser Planar

Cruiser Classic

Scout

Unpacking

Unpacking the Chair

Check to see that the following items are included with the chair:

- Left and right footplates
- Accessories as ordered
- Hex wrench (5/32)

Warnings

Read Before Use

CAUTION: To avoid tipping, do not hang item from the push handle.

CAUTION: Ensure the wheels are installed properly. You will hear a "click" when wheel locks into place.

CAUTION: Always secure user with belt first, before making any other adjustments.

CAUTION: Keep fingers away from moving parts.

CAUTION: If the user's weight is less than 50lbs, the use of anti-tip tubes is encouraged.

CAUTION: Convaid belts and shoulder straps are for positioning only and are not to be used as a vehicle restraint.

CAUTION:

- **For increased safety, the seat belt should be used at all times.**
- **Do not leave user unattended.**
- **Do not strap user too tight.**
- **Straps should not interfere with breathing or circulation.**
- **Always apply wheel locks before letting go of the chair.**
- **If front edge of seat is at or forward of the point where tires touch the floor, avoid using front of seat tubes for support during entry or exit from chair to prevent tipping.**
- **Avoid using footplates for weight support during exit or entry of the chair.**

Set-up and Adjustments

Unfolding

Note: One - Piece Push Handle will unfold as the chair opens.

1. Lay chair flat on ground and unbuckle closure strap. **Fig. 1A**
2. Stand chair on front caster, grasp side of Push Handle and push down on Seat Tube. **Fig. 1B**
3. Press down firmly on seat tubes to ensure the chair is completely unfolded. **Fig. 1C**
4. Using your foot, push down on Lower Rear Lock Brace until it locks into a straight position. **Fig. 2A**
5. Press grey buttons on each side of Push Handle at the same time, and rotate Push Handle to desired height. **Fig. 2B & 2C**
6. Swing footplates down into position. **Fig. 3A & 3B**

- For ***Planar Seat and Back*** installation & instruction, see page 33.

Fig. 1A

Fig. 1B

Fig. 1C

Fig. 2A

Fig. 2B

Fig. 2C

Fig. 3A

Fig. 3B

Caution:
To avoid tipping, do not hang item from the push handle.

Folding

1. Swing footplates to the side. **Fig. 4A & 4B**
2. Press grey buttons on each side of Push Handle and rotate Push Handle down completely. **Fig. 5A & 5B**
3. Unlock Rear Lock Brace by kicking up on center of brace with foot. **Fig. 6A**
4. Grasp one side of Push Handle and pull up on seat fabric or seat tube with opposite hand. **Fig. 6B & 6C**
5. Lay chair back onto Push Handle. Push down on tubing above front tires until chair is folded. **Fig. 6D**
6. Buckle closure strap. **Fig. 6E**

Fig. 4A

Fig. 4B

Fig. 5A

Fig. 5B

Fig. 6A

Fig. 6B

Fig. 6C

Fig. 6D

Fig. 6E

Fitting Guide

Convaid's lightweight, folding chairs are designed to be more than just a convenient chair. Order the correct size chair by first determining the user's height, weight and seating measurements. Properly-fitted, Convaid chairs will provide years of comfortable use. As your child grows, refer back to this Fitting Guide to adjust the dimensions of the chair.

Correct seating and positioning encourages good posture, which in turn aids circulation, breathing and digestion. Please take the time to properly adjust the chair to fit the user. If the user is not correctly positioned, check the accessories section of this manual to see if one or more of our accessories would help to facilitate posture or consult a physical therapist. Improper seating can cause problems. Please consult a physical therapist or doctor for additional guidance.

Seat Back Height

Fig. 7

Seat back height varies according to chair type and seat width. Headrest extensions are available when extra height is needed to support the head.

To determine the seat back height, measure from the seat to the top of the shoulder or the upper part of the head. **Fig. 7**

Seat Width

Fig. 8

Proper seat width enables the user to sit comfortably and prevents problems from developing. While user is seated on a flat surface, measure from hip to hip. **Fig. 8**

The user should have enough room to prevent hips and thighs from rubbing against the frame. However, the chair should not be too wide or the user will slide around and posture could be affected.

The seat width measurement for the Cruiser, is taken from the inside of the armrest tubes.

Seat Depth

Measure from the most posterior portion of the buttocks to the back of the knee. Subtract from that measurement 1-2" to allow adequate clearance between the seat and the back of the knee. **Fig. 9**

Fig. 9

To change seat depth, partially fold the chair to relieve fabric tension. Undo the Velcro® back panel of the two piece seat. Grasp end of seat tube, depress spring button and move seat tube until spring button relocates into the desired hole. Repeat for other side of seat. **Fig. 10**

Fig. 10

Seat Depth Tube Replacement

1. To change seat tubes or remove the seat tubes, press grey detent pin. To install new seat tubes, press grey detent pin and release when desired setting is achieved. Repeat for opposite side. **Fig. 11 & 12**
2. Reinstall fabric. Repeat for opposite side.

Note: For Cruiser Planar model, skip step 2.

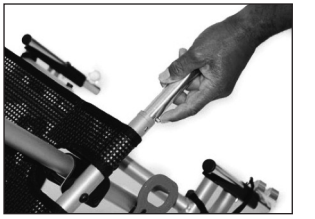


Fig. 11

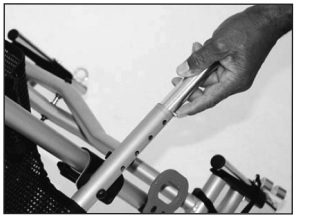


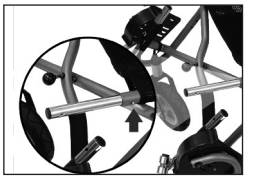
Fig. 12

Attaching Support Strap for Seat Extension Tubes

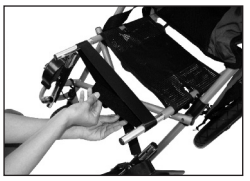
1. Remove Seat Upholstery. **Fig. A & B**
2. Change and Install Seat Depth Tubes. Press grey detent pin and move Seat Depth Tube to desire setting. **Fig. C**
3. Install Support Strap. Note: Make sure rough, shiny side of strap is facing out. **Fig. D-G**
4. Install Seat Upholstery. **Fig. H**

A

B


C

D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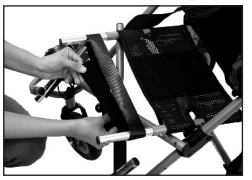
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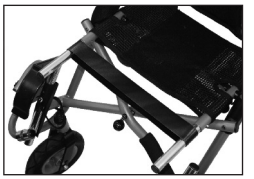

G

H

FOR TEXTILENE UPHOLSTERY: Applicable to : CX 14-18 N/A: CX 10/12

Make sure the seat depth tube inserts into the black web loop located on the inside corner of the textilene upholstery. **Fig. I-K**

I

J

K

Please Note:
Do not use black web loop on the shortest adjustment of the small seat depth tubes.

Two-Piece Seat

The lower seat panel is attached to the back panel with Velcro®. It is used to take up slack in the seat panel after seat depth adjustments have been made. **Fig. 15, 16 & 17**

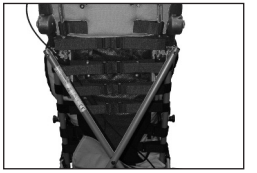
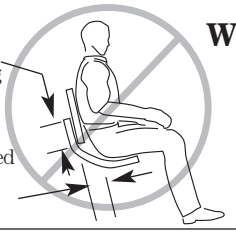


Fig. 15

Excessive Velcro® overlap lifts seat fabric and pushes hips forward, creating poor posture and reducing effective seat depth.

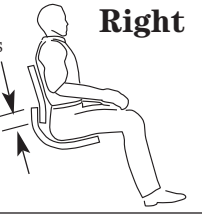
Fig. 16



Wrong

Correct Velcro® adjustment provides room for hips, and makes greater use of seat depth.

Fig. 17



Right

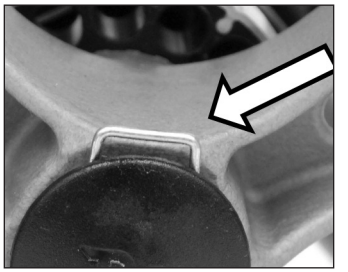
Wheels

Quick Release Wheels

TIRE REMOVAL

1.To remove, press down and hold the Rear Wheel Locking Pin. Grasp wheel and pull.
2. No tools are required to remove tire.

A



B Rear Wheel Locking Pin

C

TIRE INSTALLATION

Caution: Ensure the wheels are installed properly. You will hear a "click" when wheel locks into place.

1. To install, slide wheel onto rear axle and push with ball of hand until it clicks into place.

D

E

Anti-Shimmy

If the front wheels develop a shimmy, use a wrench to tighten the stem nut. Adjust the stem nut clockwise until the shimmy disappears.
Fig. 16

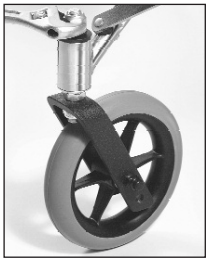
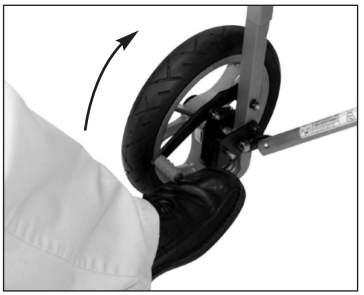


Fig. 16

Locking and Unlocking

Convaid manufactures two types of wheel locks: hand operated and foot operated. Check to see which type of wheel locks are on your chair.

Foot Operated Wheel Locks



To release lock:
Lift upward on wheel lock

To lock:
Press downward on wheel lock

For All Cruiser Size 18, Cruiser Classic Models, and Cruisers with Scout Option

Toggle Wheel Locks

To lock:
Pull down on red handle.

To release lock:
Pull up on red handle.

Attendant Hand Brake

Hand brakes help to maintain control of the chair when going down an incline. A moderate squeeze to the lever will slow the chair; a firm squeeze will stop the chair. **Fig. 17**

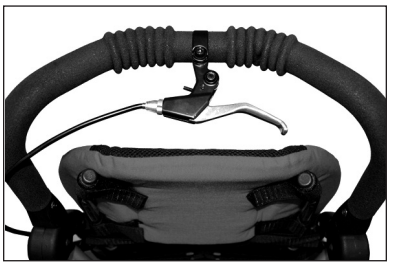


Fig. 17

Operating Instructions

Three-Point Positioning Belt

The three-point positioning belt is optional with every Convaid chair. Adjust the belt so the user stays securely in position. The quick-release buckle is attached to the crotch strap, and joins the crotch strap to both belts.

To Buckle:

Slip the metal clasps on the belt strap into the sides of the buckle. **Fig. 18**

To Release:

Press the grey button on the buckle and pull out the clasps. **Fig. 18**

Fig. 18

Caution: Always secure user with belt first, before making any other adjustments.

Depth Adjustable Crotch Strap

The crotch strap can be adjusted by threading the strap through the desired slot. **Fig. 19**

Fig. 19

H-Harness with Padded Covers

H-harness shoulder straps help the user retain upright trunk position. To adjust, insert the bolt at the end of the strap through the grommet hole in the seat back. Grommet choice should be level with or higher than the top of the shoulders. Choose a hole that will keep the user secure without the strap rubbing against the face or neck. Secure the strap with the threaded knob. **Fig. 20 & 21**

Shoulder pads for the H- harness are standard. The pads come equipped with a snap buckle for easy attachment. **Fig. 22**

Fig. 20

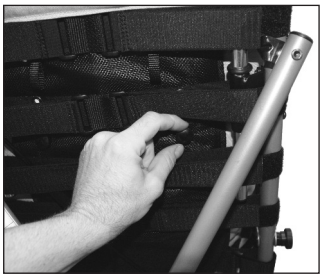


Fig. 21

Fig. 22

Seat-to-Back Angle Adjustment

Depending on the user's degree of ability or prescription from a doctor or physical therapist, the back angle may need adjustment. Adjusting the back angle may also affect the seat depth.

Partially fold chair to relieve fabric tension (see folding instructions on page 4). Unhook the Velcro® strip at the back of the chair connecting the seat fabric to the back fabric. Use a wrench (7/16") to remove the bolt connecting the seat tube to the back tube. Relocate to desired position and replace bolt. Repeat on other side. Reattach the Velcro® strip. **Fig. 23**

Seat-to-back angle.

85° - first hole (lower)
90° - scond hole
95° - third hole

Fig. 23

Footplate Height Adjustment

Seat-to-footplate height is measured from the back of the knee to the bottom of the heel. Feet or heels should rest comfortably on top of footplate. **Fig. 24**

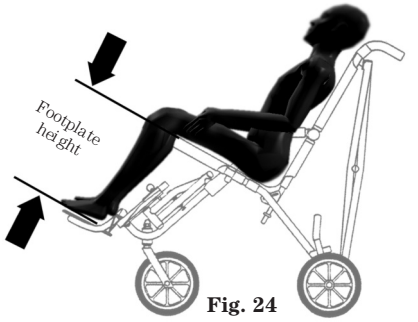


Fig. 24

All Convaid footplates are height adjustable. Footplates swing away for access or folding.

Pull on ring to remove metal pin holding footplate in place. Move footplate up or down, realign holes and replace pin through holes in tube. **Fig. 25**

Fig. 25

Additional Footplate Height Adjustment

In the event that the footplate height adjustment described above is inadequate, additional adjustments can be made.

1. Pull out metal pin and remove the footplate extension tube from the frame. **Fig. 26**
2. Press the detent button, then pull the foot plate assembly apart. **Fig. 27**
3. Insert the footplate into the opposite end of the footplate extension and re-assemble. **Fig. 28**

Fig. 26

Fig. 27

Fig. 28

For additional range:

4. Using a hex wrench (included), remove both bolts from the housing bracket on the frame. Flip the bracket upside down and replace bolts. **Fig. 29 & 30**
5. Return the footplate extension tube to the housing bracket and secure with metal pin. **Fig. 31**

Fig. 29

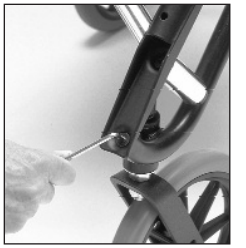


Fig. 30

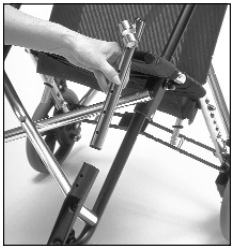


Fig. 31

Angle Adjustable Footplates

Angle adjustable footplates can be moved fore and aft, sideways, and rotated vertically and horizontally. To adjust the angle, loosen the bolts on the footplate and move to desired position. Retighten the bolts. **Fig. 32 - Fig. 36**

Fig. 32

Fig. 33

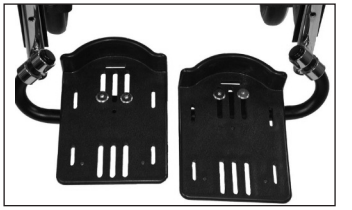


Fig. 34

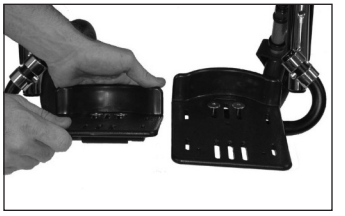


Fig. 35

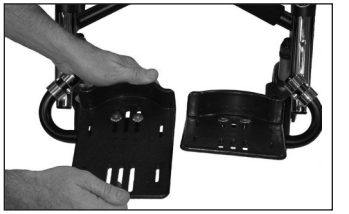


Fig. 36

Foot Positioners

Foot Positioners may be criss-crossed over the foot to secure the whole foot **Fig. 37** or can be converted into simple ankle straps. To attach foot positioner, thread strap through footplate as shown in **Fig. 38 & 39**, then bolt strap to underside of footplate.

Foot Positioner Fig. 37

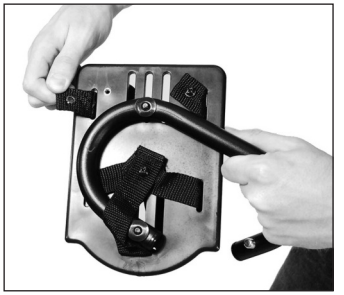


Fig. 38

Fig. 39

Footplate Securement Strap

The securement strap holds individual footplates together to prevent them from flipping up and down. To secure the footplates, buckle the left and right strap together. **Fig. 40**

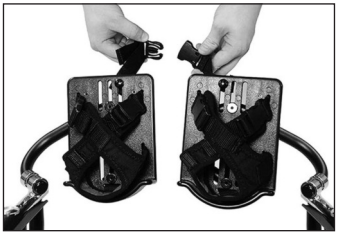


Fig. 40

Footplate Depth Adjustment

All Cruiser chairs offer adjustable footplate depth.

Use the hex wrench to loosen the two bolts located on the top of the footplate.

Slide footplate forward or rearward to desired depth. Retighten bolts. **Fig. 41**

Fig. 41

Caster Locks

Caster locks hold the swivel wheels in a forward facing position to prevent the wheels from turning side to side. (For 2" wide tires only)
Fig. 42

Fig. 42

Calf Panel

1. Lay Calf Panel flat and unfasten the velcro straps. **Fig. 43A**
2. Attach Velcro straps around Footrest Extension Tube. Position Calf Panel across chair and attach Velrco Straps around opposite Footrest Extension Tube. **Fig. 43B & 43C**

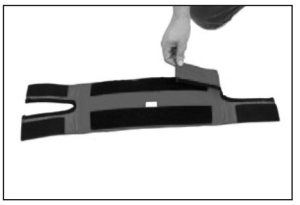


Fig. 43A

Fig. 43B

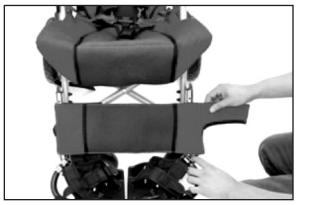


Fig. 43C

Anatomic Back Support Frame

The anatomic back support frame stabilizes the neck and head in a functional position to assist the development of neck and head righting reflexes.

The anatomic back frame is optional from the factory and must be ordered with the chair.

Removable, reformable stiffeners are located inside the fabric seat back. Stiffeners easily pull out for custom forming with a heat gun. **Fig. 44**

Fig. 44

Additional Accessories

Convaid offers a wide variety of accessories to help properly position the user.

Note: Convaid's chairs provide a semi-contour fit around the body. The user must be fitted correctly into the chair to achieve optimal posture and comfort.

Swing-Away Lateral Support with Scoliosis Strap

Single Flap

Adjustable trunk support stabilizes the trunk and maintains midline positioning. It can be pulled to one side for scoliosis correction if used with scoliosis strap. Scoliosis strap comes standard with all trunk supports. **Fig. 45A**

Fig. 45A

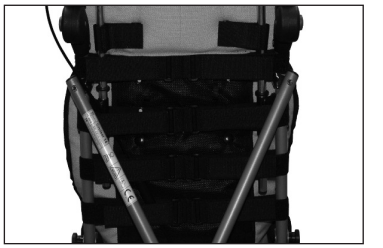


Fig. 45B

The trunk support is attached to the chair with straps that wrap behind the seat back and connect with Velcro®. **Fig. 45B**

Support is achieved by pulling each triangular flap toward the appropriate side, then securing it by wrapping the strap around the frame and attaching with Velcro®. The two flaps can also be wrapped around the child's torso and joined in the middle.

Double Flap

One set of triangular flaps locates the midline positioning. The second set of flaps wrap around the trunk for stabilization. The scoliosis strap can be used to pull the torso to either side. **Fig. 46**

Fig. 46

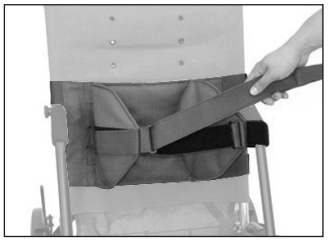
Attaching Lateral Trunk Support Single Flap

1. Attach the Lateral Trunk Support to the chair by wrapping the two rear straps around the back of the chair and securing with Velcro®.
2. Attach the single flap, by wrapping the strap on the left flap around the side tubing of the frame, and securing with Velcro® (repeat steps on opposite side)
3. Thread the scoliosis strap through the plastic loop on the left flap, back through the plastic loop on the opposite end of the strap, and pull tight.
4. Bring the scoliosis strap across the chest, thread it through the plastic loop on opposite flap, and fasten with Velcro®.

Note: The Lateral Trunk Support - Single Flap can be used to support either the left or right side of the trunk.

- To support the right side of the trunk, attach the support to the chair with the double-sided Velcro® strap on the left side. Detach the strap on the right flap from the tubing, and tighten scoliosis strap until desired trunk positioning is obtained.
- To support the left side of the trunk, attach the support to the chair with the double-sided Velcro® strap on the right side. Detach the strap on the left flap from the tubing, and tighten scoliosis strap until desired trunk positioning is obtained.

A



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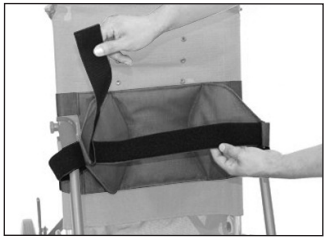

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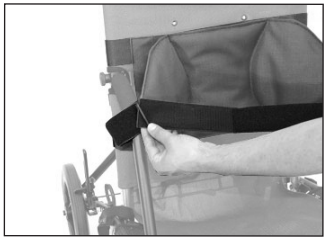

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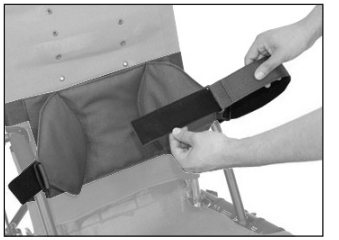

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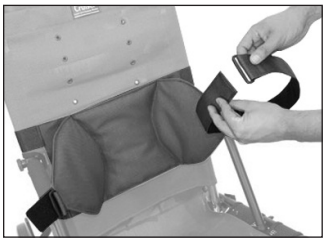

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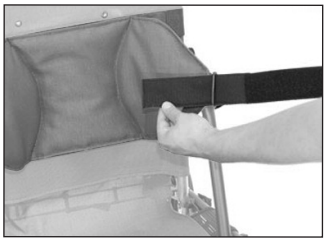


I

J

Attaching Lateral Trunk Support Double Flap

The Double Flap Lateral Trunk Support brings the trunk to midline position.

- The Inner flaps mobilize the trunk.
- The Outer flaps centralize the trunk and keep the arms in the front of the chair.
- The Scoli strap aligns the spine.

1. Attach the Lateral Trunk Support to the chair by wrapping the two rear straps around the back of the chair and securing with Velcro®.
2. .To attach the double flap, wrap the strap on the left-hand outer flap around the side tubing of the frame and secure with Velcro®.
3. Thread the strap on the left-hand inner flap into the plastic loop on the outer flap working from front to back.
4. Adjust and secure strap. (Repeat steps 3 and 4 on right-hand flap.)
5. Bring the long scoliosis strap through the plastic loop on the inner flap on the right-hand side and across the chest.
6. Thread the strap through the plastic loop on the inner flap on the left-hand side.
7. Fasten the strap with Velcro®.
8. If additional tightness is desired, pull the scoliosis strap further and Velcro® it beyond the inner flap.

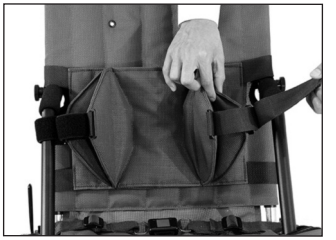
Note: The Lateral Trunk Support - Double Flap can be used to support either the left or right side of the trunk.

- To support the right side of the trunk, attach the Support to the chair with the double-sided Velcro® strap on the right.

- To support the left side of the trunk, attach the Support to the chair with the double-sided Velcro® strap on the left.

A

B



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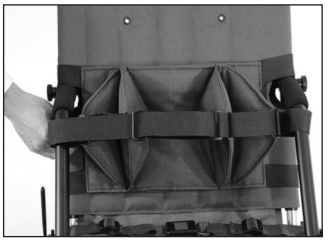

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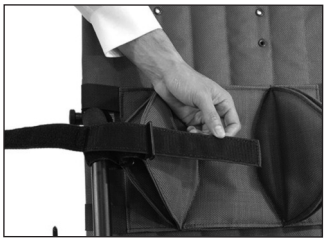


H

I

Full Torso Swing-Away Support Vest

An adjustable support vest keeps the user in place comfortably and securely. It helps to maintain midline seating position and prevents forward slumping. The vest is attached to the chair with straps that wrap around the seat back and connect with Velcro®, and shoulder straps that screw into the seat back. Adjust the side straps for proper fit. **Fig. 47**

Fig. 47

Lateral Thigh Support (Adductor)

Pulls thighs together, improving hip alignment and stabilizing seating position. The degree of adduction can be varied and can favor one side. Fold the adductor flaps over the thighs, wrap the straps under and around the armrest tube and attach with buckle. **Fig. 48**

The adductor is attached with screws at the end of the seat tubes.

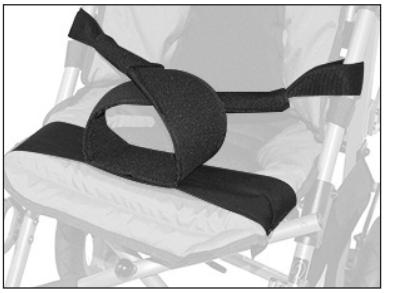


Fig. 48

Medial Thigh Support (Abductor)

Separates the thighs to improve hip alignment and stabilize sitting posture. Degree of abduction can be varied and can favor one side. The abductor flaps wrap over the user's thighs from the inside to the outside. The straps buckle around the seat tube or the armrest. They can also be wrapped around the armrest tube twice for high tone children. **Fig. 49**

The abductor is attached with screws at the end of the seat tubes.

Fig. 49

Padded Headwings

Adjustable padded headwings provide soft foam support for midline positioning. **Fig. 50** The padded headwings can be attached at any height by wrapping the Velcro® straps around the frame and attaching at the back of the chair. Secure headwings by tying laces through the grommet holes in the back of the seat fabric or headrest extension. **Fig. 51**

Fig. 50

Fig. 51

Headrest Extension

1. Insert Headrest Extension Tubes into the Headrest Holding Brackets and push down. **Fig. A-C**

Cordura Upholstery. **Fig. A, B & C**

A

B

C

2. Textilene Upholstery. **Fig. D & E**

D

E

Occi Headwing

Occi Headwing supports and positions the head at the occipital area. This headrest provides added comfort, allows side to side head movement without obstruction, and does not block the individual's ears and line of vision.

The Occi headwing can be attached at any height. Secure headwing by tying laces through the grommet holes at the back of the seat fabric or headrest extension. **Fig. 52**

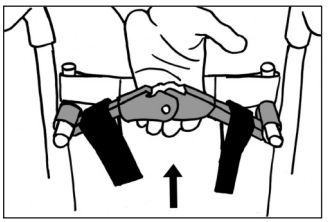
Fig. 52

5-Point Harness

ADJUSTING THE STRAPS

1. Release the Rear Lock Brace by lifting up on the center of brace **Fig. A**.
2. Press in the silver snap button on the Rear Lock Brace **Fig. B** then pull the lock brace off of the housing **Fig. C**.
3. Pull shoulder strap through the upholstery, reposition to the desired height, and reinsert it back through the seat upholstery **Fig. D**. Slide the shoulder harness loop on to the Rear Lock Brace **Fig. E**.

Note: The shoulder straps should be positioned in slots that are slightly above the shoulders of the child, and as the child grows, they should be moved to maintain a height above the shoulder level.



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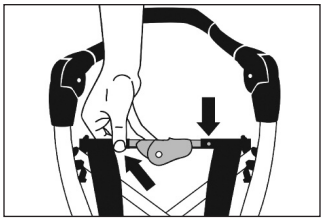

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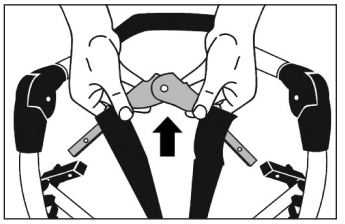

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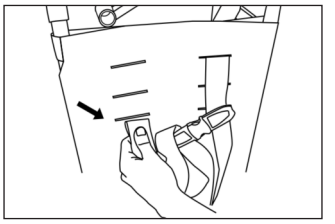

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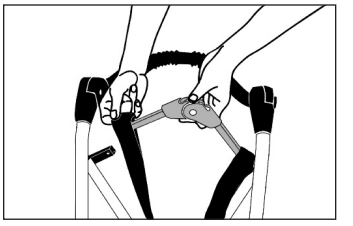
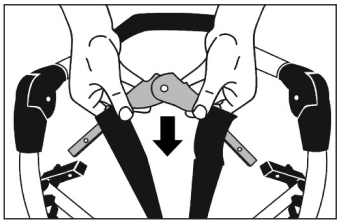


E

4.Reinsert the Lock Brace onto the housing **F** by pushing it with the palm of your hand **G**. Lock the Rear Lock Brace by pressing down on the Rear Lock Brace **H.**



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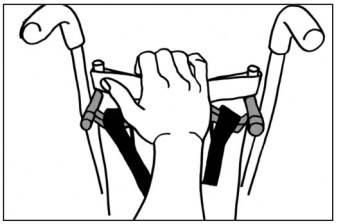

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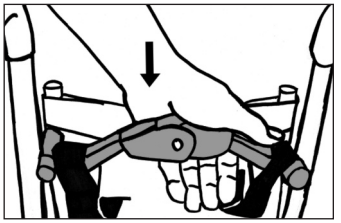


H

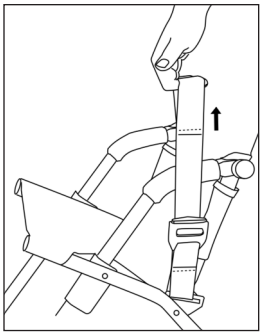
ADJUSTING THE PELVIC BELT STRAP

To Tighten:

Tighten the pelvic belt straps by pulling on the loop located at the end of the strap **Fig. A**.

To Loosen:

Loosen the pelvic belt strap by pushing the gray button on the Strap Adjustment Lock and pulling on the end of the strap closest to the buckle **Fig. B**.



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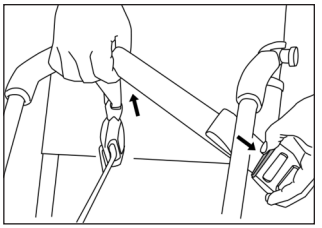


B

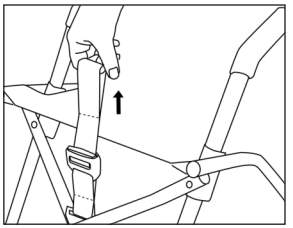
ADJUSTING THE CROTCH STRAP

To Tighten:

Tighten the Crotch Strap by pulling on the loop located at the end of the strap **Fig. A**.

To Loosen :

Loosen the Crotch Strap by pushing the gray button on the Strap Adjustment Lock and pulling **Fig. B**.



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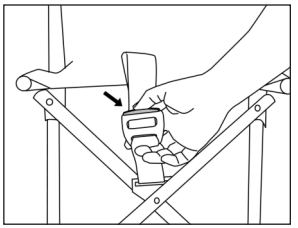


B

Seat Cushions

Support: General Use Cushion
Flat foam with wooden insert **Fig. 53**

- Promotes stability and posture control and provides comfort for the user.
- Waterfall front eliminates pressure points at the back of the knees.

Fig. 53

Position: Medial Thigh Support and Anti-Thrust Cushion
Contoured foam with wooden insert **Fig. 54**

- Medial thigh support helps position the legs out of adduction and into better alignment, which can provide for improved weight-bearing balance and stability.
- When used with a lap belt, the 1" anti-thrust shelf in front of the ischials helps eliminate sliding or thrusting forward of the pelvis. This provides improved stability and reduces sacral sitting.

Fig. 54

Align: Lateral Pelvis and Lateral Thigh Support Cushion
Contoured foam with wooden insert **Fig. 55**

- Contoured edges provide lateral, pelvic and thigh positioning to reduce lateral movement of the pelvis and improve lower extremity stability.
- Increased surface contact for better weight distribution.

Fig. 55

Fitting

The fitting of the cushion should be done by a clinician. When fitted correctly, the cushion will help provide stable support and promote good posture. Consult your clinician for questions regarding individual needs.

Select the cushion size to match the seat width and depth of the chair. Measure the distance between the back of the buttocks and the back of the knees. Subtract 1-2" to allow for adequate clearance between the seat and the back of the knees.

1. Apply wheel locks. Never leave occupied chair unattended.

2. To install the Seat Cushion (and Back) follow the detailed instructions found on page 33 in this User Guide.

3. Adjust the wheelchair footrest height so that the user's legs rest firmly but comfortably on the cushion. Proper footrest adjustment will enhance sitting comfort and help lower peak sitting pressures. If applicable, re-adjust armrest height and lateral trunk supports.

Caution

The height and weight of the occupant, in conjunction with a seat cushion, may affect the center of gravity and cause the wheelchair to become unstable, potentially resulting in injury. Prior to use, assess the stability of the wheelchair by sitting in it with the cushion attached.

Changes in the user's condition or growth, weight or changes in wheelchair equipment or accessories may require reassessment by a clinician to ensure proper cushion fit and suitability. Skin should be constantly checked by the user's caregiver for any signs of reddened areas or skin sensitivity. These areas should be brought to the attention your clinician. The clinician should also assist you with assessing the cushion for any possible areas that have bottomed out.

Accessories

Upper Extremity Support Surface (Tray)

ATTACHING THE TRAY

1. Raise front of the tray with the tray supports completely unfolded. **Fig. 56**

   NOTE: For Scout option, raise armrest before engaging knobs.

2. Engage knobs on side of chair with tray hooks underneath. **Fig. 57**

3. Lower tray until supports are positioned over the outside of the front legs. **Fig. 58**

Fig. 56

Fig. 57

Fig. 58

Saddle Bags

1. To install, insert Front Button Strap into opening in Mesh Seat Bottom and over Seat Tube. **Fig. A**
2. Verify the strap is in front of the Seat Tube Retaining Bolt, then snap button shut. **Fig. B**
3. Wrap Rear Button Strap around Seat Tube and snap shut. **Fig. C & D**

A

B

C

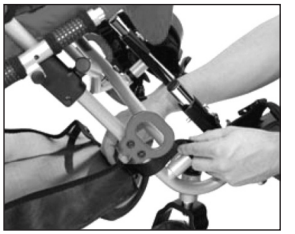
D

Underseat Storage Basket

1. Connect Center Button Strap by looping it over Rear Cross Brace and snapping button to back of basket. **Fig. A**
2. Loop Side Button Strap over Chair Tubing (just above the Rear Axle Assembly), and snap button shut. Repeat for opposite side. **Fig. B**
3. Loop Front Button Strap over Chair Tubing (just above Front Cross Brace Mount), and snap button shut. **Fig. C-E**

A

B



C

D

E

Headrest Cover (Canopy)

ATTACHING CANOPY

1. Remove Canopy from box. **Fig. A**

2. Align plastic Canopy Retaining Clips with upper tubing on back of the chair. **Fig. B** Push on clips with the ball of your hand until they snap into place. **Fig. C**

Caution: Keep fingers away from moving parts.

3. To open, grasp top of Canopy and push forward and rotate downward. **Fig. D-F**

4. To close the Rear Flap of Canopy, attach the Velcro strap to Velcro receiving patch on the edge of the Canopy Hood. **Fig. G**

5. To fold, repeat above steps in reverse order. **Fig. H**

A

B

C

D

E

F

G

H

Heavy-Duty Reinforced Upholstery

Heavy-duty, reinforced, padded seat and seat back come with pockets which have removable plastic stiffeners. Use when extra firmness is required. Stiffeners easily lift out of pockets for custom-forming with a heat gun.
Fig. 59

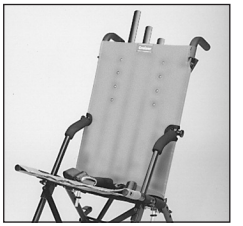


Fig. 59

Reducer Seat Insert

The Reducer Seat Insert provides proper positioning in an oversized wheelchair. This cushion easily slips into the seat of the chair to reduce the seat width 2" and the seat depth 1". The ribbed surface provides comfort and promotes airflow.
Fig. 60

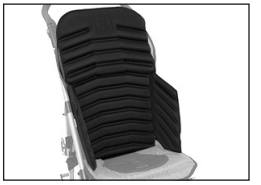


Fig. 60

Rear Anti-Tip Tubes

1. To install the anti-tip tube, align the tube with the end of the round frame tubing located next to the rear wheel. **Fig. A**
2. Push the detent pin while positioning the anti-tip tube onto the round frame tubing **Fig. B**, and push until the "release button" pops through the hole located on the anti-tip tube. **Fig. C**
3. Repeat steps 1 & 2 for opposite side.
4. To remove the Anti-Tip Tubes, perform above steps in reverse order.

A

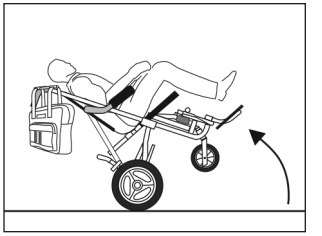
B

C

CAUTION: If the user's weight is less than 50lbs, the use of anti-tip tubes is encouraged.

Utility Bag

The Utility Bag attaches to the back of the chair, but can be removed and converted to a tote bag. **Fig. 61 & 62**



Caution: Do not overload bag.

To attach:

1. Hook clasps onto straps.

Fig.61

Fig.62

Transit Models

The wheelchair transport model has been crash tested and performed satisfactorily at 30 mph/20 g deceleration. Convaid conforms to RESNA WC19 standards. Dummy weights are:

All Cruiser Models

Model CX10T.....66lbs / 30kg
Model CX12T.....66lbs / 30kg
Model CX14T.....100lbs / 45.5kg
Model CX16T.....170lbs / 77kg
Model CX18T.....170lbs / 77kg

Caution:
Convaid belts and shoulder straps are for positioning only and are not to be used as a vehicle restraint.

To reduce possibility of injury, the headrest extension must always be used with the chair.

The following instructions should be followed to minimize impact in case of a crash:

1. Chair must be forward facing with tray and storage basket removed.
2. Use only a tested, proven and compatible 4-point wheelchair tie-down system (WTOT), and a 2- or 3-point occupant restraint system in accordance with SAE J2249.
3. The wheelchair tie-downs must be securely attached to the four red anchor points on the chair. See arrows in above photo for anchor points.
4. The occupant restraints must include a lap and shoulder belt, secured directly to the Cruiser frame and side or roof of the vehicle.

Note: Do not over tighten this may cause damage to the frame.

5. All floor tie-down straps must be drawn tight in the front and the back to eliminate any forward/aft movement of the chair.
6. Wheelchair restraint manufacturers' instructions must be followed precisely to ensure intended performance.

Note: Tray, storage basket and canopy must be removed during transport in bus or van, except when medically neccessary.

Note: Convaid strongly recommends the use of all Transit Required Accessories during transportation in a motor vehicle; which include the H-harness with 3-point pelvic belt (used for positioning), Headrest Extension, and Foot Positioners.

Q'Straint, Sure-Lok, Unwin and Ortho Safe specialize in crash-tested tie-down systems and are in no way associated with Convaid.

Q' Straint America
Tel: 1-800-987-9987
Fax: 1-954-986-0021
5553 Ravenswood Road #110
Ft. Lauderdale, FL 33312, USA

Sure-Lok
Tel: 1-866-787-3565
Fax: 1-610-814-0644
2501 Baglyos Circle
Bethlehem, NJ 18020, USA

Ortho Safe Systems, Inc.
Tel: 1-609-587-9444
Fax: 1-609-587-6780
PO Box 8865
Trenton, NJ 08650, USA

Unwin Safety Systems
Tel: +44-(0)1935-827740
Fax: +44-(0)1935-827760
Unwin House, The Horseshoe, Coat Road
Martock, Somerset, TA12 6EY, UK

Miscellaneous

Fabric Removal

Partially fold the chair to relieve fabric tension (see fold instructions on page 4). The lower seat panel is attached to the back panel with Velcro®. Remove Velcro® from the top of the seat bottom. Press grey detent pin at the end of the seat extension, and take off upholstery. **Fig. 66 & 67**

To remove the top portion of the seat, remove the Velcro® straps that attach the seat upholstery to the frame, and take off upholstery. Lift fabric off seat tubes and away from upper handles. The seat-reinforcing strap should remain on frame. **Fig. 67 & 68**

Fig. 66

Fig. 67

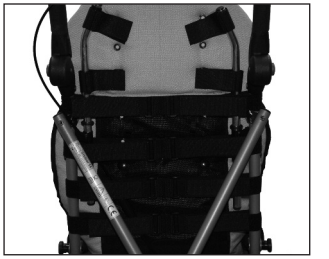


Fig. 68

Adjustable Tension Back

1. To adjust the Tension Back, unfasten the Velcro Straps and pull to desired firmness. **Fig. A**
2. After adjustments are made, re-fasten Velcro straps. Repeat steps 1 and 2 on each set of straps. **Fig. B & C**

A

B

C

Planar Options

Planar

Attaching Planar Seat

To attach the solid planar seat:

1. To remove the fabric seat from the chair, first detach it from the Velcro® pad on the back of the chair. **Fig. 69**
2. Slide the seat out by pressing the release buttons on the outside of the telescoping tubes and pulling on the tubes. Set unit and tubes aside. **Fig. 70**
3. Remove the telescoping tubes from the planar seat. (These tubes ship attached to the planar seat and have the release button on the inside of the tubes.). **Fig. 71**
4. Insert telescoping tubes into the chair frame with release buttons to the inside. Adjust seat depth by pressing a release button and sliding the tube until it clicks into position. **Fig. 72**

Fig. 69

Fig. 70

Fig. 71

Fig. 72

5. Facing the chair, tip the planar seat down at a 45 degree angle toward the seat back, with the support bars touching the frame of the chair. **Fig. 73**
6. Push gently until the support bars go beyond the frame of the chair as shown. **Fig. 74**
7. Lower the seat to a horizontal position and push the end caps/brackets onto the telescoping tubes until you hear a "click." **Fig. 75**
8. Make sure that the arrows on the support bars are lined up with the green patch on each side of the cushion. **Fig. 76**

Fig. 73

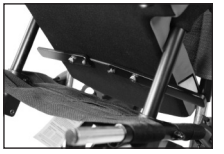


Fig. 74

Fig. 75

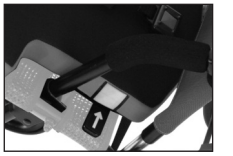


Fig. 76

Attaching Planar Back

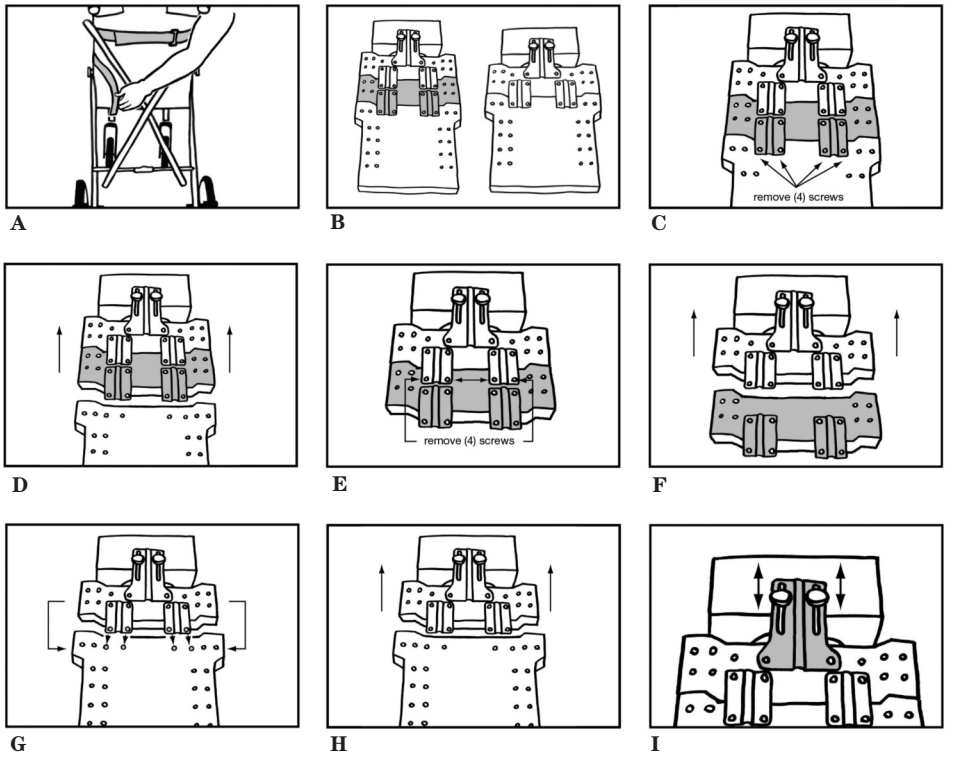
Attach the planar back by wrapping the straps around chair frame and attaching with the Velcro®. **Fig. 78**

Fig. 78

Planar Back Adjustments

Adjust seat back height by removing/adding sections.

1. BASIC INSTALLATION: Leaving the fabric back in place, attach the planar back to the chair frame using the Velcro straps, as shown. **Fig. A**
2. HEIGHT ADJUSTMENTS: Adjust seat back height by removing/adding sections. **Fig. B**
3. To remove a section: Using the Allen wrench, remove the bottom set of screws on the lower mounting plate on the back of the unit. **Fig. C**
4. Separate the upper section from the base. **Fig. D**
5. Remove bottom set of screws from upper mounting plate. **Fig. E**
6. Remove middle section and set it aside. **Fig. F**
7. Attach upper section to base section by re-inserting the screws as shown. **Fig. G**
8. To add a section: Perform removal (step 3) procedures in reverse. (3d, 3c, 3b, 3a, 3) **Fig. H**
9. Adjust the headrest height by slightly loosening the knobs on the back and raising or lowering the headrest. It can also be pivotedv by changing the horizontal alignment of the knobs. **Fig. I**



Planar Positioning Options

H-Harness with Padded Covers

H-harness shoulder straps help the user retain upright trunk position. To reposition the H-harness:

Remove the Planar Back from chair. Remove the H-harness by unscrewing it from the back. **Fig. 79** Reposition the H-harness straps by placing the screw through the grommet hole on each strap and screwing it into the appropriate hole on the planar back. Bring the straps to the front of the planar back, threading between sections if necessary. Re-attach the planar back to the chair. Make any necessary adjustments to the height of the H-harness straps by moving the plastic slider up or down. After all adjustments are made, attach the H-harness to the three point positioning belt with the spring snaphook at the end of the H-harness. **Fig. 80**

Fig. 79

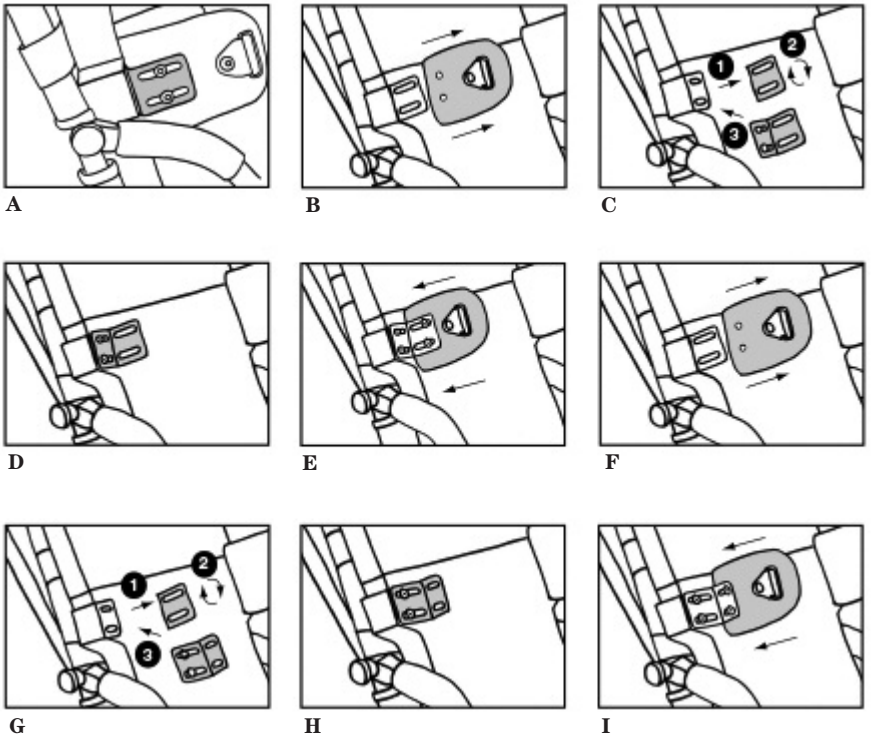
Note: Velour-covered shoulder pads for the H-harness are standard.

Fig. 80

Adjustable Firm Lateral Thoracic Supports

Adjust seat back height by removing/adding sections.

1. Outermost Position: As shipped, laterals are installed at the furthest point outwards. See positions 2 and 3 for other position possibilities. **Fig. A**
2. Midline Position: Using Allen wrench, unscrew the foam pad. (repeat position 2 steps a, b ,c and d for opposite side) **Fig. B**
3. Unscrew the lateral brace and rotate it so that the short side of the brace is flat on the seat back and the long side is perpendicular to the seat as shown. **Fig. C**
4. Screw the lateral brace back on. **Fig. D**
5. Screw the foam pad back on the inside of the brace, leaving it slightly loose to allow for adjustments, then tighten. **Fig. E**
6. Innermost Position: Using Allen wrench, unscrew the foam pad. (repeat position 3 steps a, b, c and d for opposite side). **Fig. F**
7. Unscrew the lateral brace and rotate it so that the long side of the brace is flat on the seat back and the short side is perpendicular to the seat as shown. **Fig. G**
8. Screw the lateral brace back on. **Fig. H**
9. Screw the lateral foam pad back on the inside of the brace, leaving it slightly loose to allow for adjustments, then tighten. **Fig. I**



Full Torso Swing-Away Support Vest

An adjustable support vest keeps the user in place comfortable and securely. It helps maintain midline-seating position and prevents forward slumping. The vest is attached to the chair with straps that wrap around the seat back and connect with Velcro®, and shoulder straps that screw into the solid seat back. Adjust side straps for proper fit. **Fig. 81, 82 & 83**

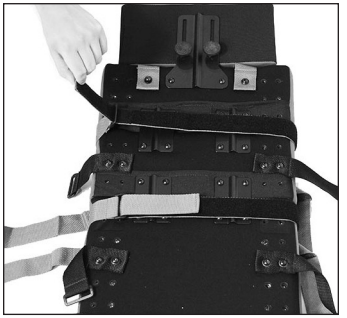


Fig. 81

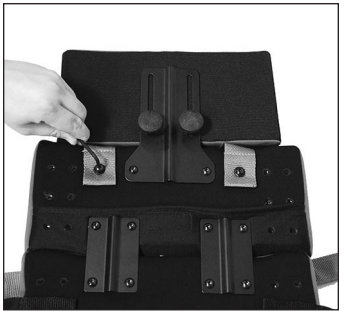


Fig. 82

Fig. 83

Contoured Firm Headrest (Headwings)

Adjust the headrest height by slightly loosening the knobs on the seat back, and raising or lowering the headrest. It can also be pivoted by changing the horizontal alignment of the knobs. **Fig. 84**

Note: All other positioning options and accessories are utilized on the planar seating system the same way as on the standard Cruiser. See front of User Guide for detailed information.

Fig. 84

Scout Options

Wheel Lock Adjustment

Set wheel locks to locked position. Push chair with light pressure on the rear wheels. If wheel rotates, adjust tensi on by turning the adjustment nut until wheels no longer rotate while locked. **Fig. 85**

Fig. 85

Caution: Wheel lock adjustment should be inspected periodically.

Hand Brakes

Use riding brakes to maintain control of the wheelchair when going down an incline. A moderate squeeze to the two hand levers will slow the chair; a firm squeeze will stop the chair. **Fig. 86**

Fig. 86

When stationary, moving the handles to a full rearward position will stop the chair from moving. **Fig. 87**

Note: Regular inspection is necessary to maintain the brake system.

Follow the instructions in the back of this User's Guide on how to adjust brakes when needed.

Fig. 87

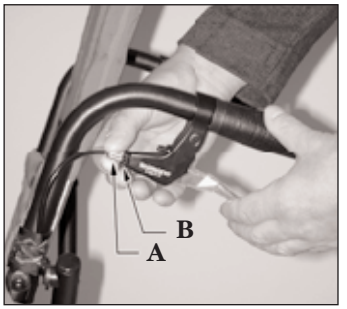


Fig. 88

Lever Adjustment

To increase brake pressure, turn adjusting nut **(A)** counter clockwise, then turn locknut **(B)** clockwise to secure nut **(A)** in position. **Fig. 88**

Inner Pad Adjustment

Turn nut clockwise to move pad closer to disk (wheel should spin and not grab). **Fig. 89**

Note: Adjust when lever pressure is too high.

Fig. 89

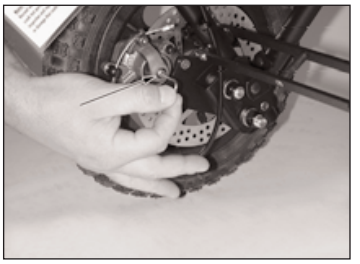


Fig. 90

Outer Pad Adjustment

Insert Hex wrench (2.5mm) into the screw, turn clockwise to move pad closer to disk (wheel should spin and not grab). **Fig. 90**

Brake Pad Wear

Brake pads should wear no thinner than 1mm before replacement. **Fig. 91**

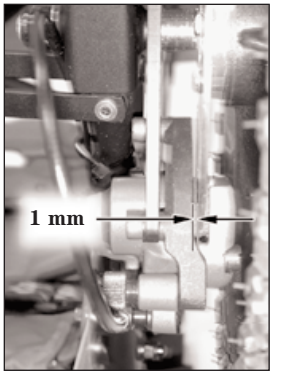


Fig. 91

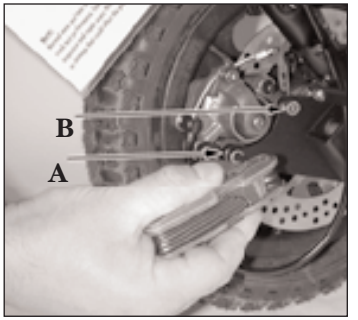


Fig. 92

Removal of Brake Pads

Remove calipers from the axle brackets by unscrewing Hex bolts **(A) & (B)** with a 5mm wrench. **Fig. 92**

Remove outer pad first by pulling tab downward. **Fig. 93**

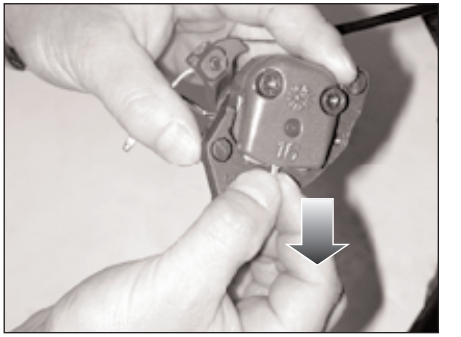


Fig. 93

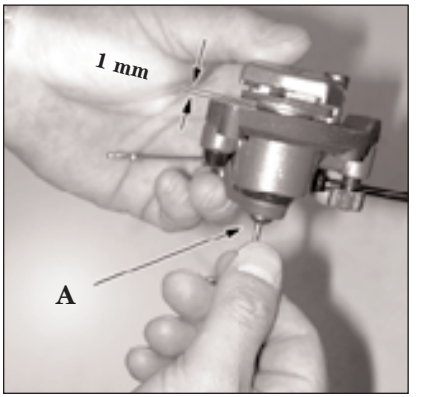


Fig. 94

To remove inner pad, insert a 2.5mm Hex wrench into screw **(A)** and turn clockwise until the back of the pad is clear of its housing. **Fig. 94**

With a small screwdriver **(A)**, press the pad downward until it is clear of its housing. **Fig. 95** Remove the two springs from the old pad assembly **Fig. 96(A).** Attach the two springs to the new pad assembly making certain that the hooks are properly seated over the two sheet metal steps. **Fig. 97**

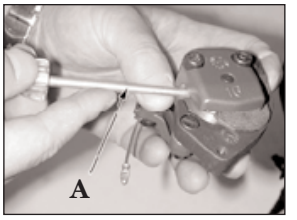


Fig. 95

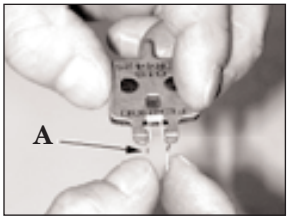


Fig. 96

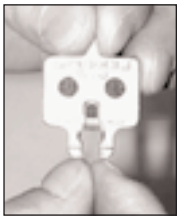


Fig. 97

To install new pads, first insert inner pad as shown. **Fig. 98**

Note: Spring should lightly clip onto the small post in the center of the piston and push inward.

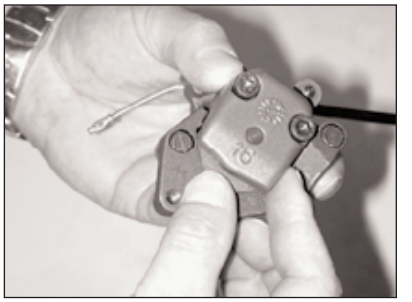


Fig. 98

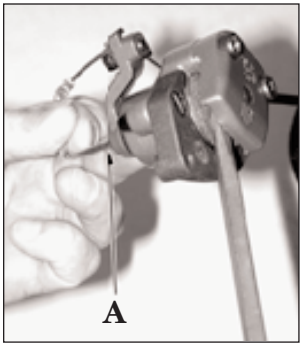


Fig. 99

Using the 2.5mm Hex wrench inserted into **(A)**, replace the pad into the housing. At the same time, turning counter-clockwise, insert a flathead screwdriver to push the pad. **Fig. 99**

Install outer pad by dropping the spring side over the small post. Push upward until the spring clips lightly onto the post.

Fig. 100

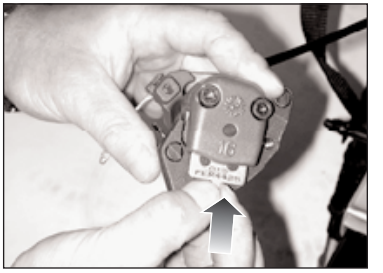


Fig. 100

Replacing Pads

Note: A brake system needs some time to break in. Initially, the rubbing of the pad on the disc may cause some noise.

Return calipers to the axle bracket using Hex bolts **(A) & (B)** and Hex wrench. **Fig. 101 & 102** Make sure Hex bolts are securely tightened.

Test brakes for effectiveness. Brake levers should move approximately 25mm.

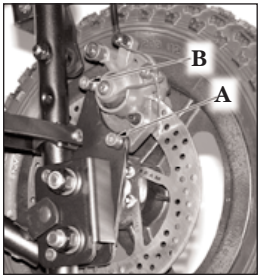


Fig. 101

Fig. 102

Cleaning

To avoid damage to the brake seals, use only alcohol or water when cleaning the caliper parts.

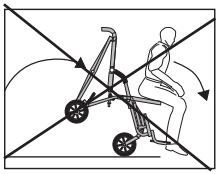
Important Information

Maintenance, Operating & Safety Instructions

- READ ALL INSTRUCTIONS BEFORE USING THE PRODUCT
- ALWAYS FOLLOW THESE SAFETY INSTRUCTIONS
- SAVE SAFETY INSTRUCTIONS FOR FUTURE REFERENCE

CAUTION:

- **For increased safety, the seat belt should be used at all times.**
- **Do not leave user unattended.**
- **Do not strap user too tight.**
- **Straps should not interfere with breathing or circulation**
- **Always apply wheel locks before letting go of the chair.**
- **If front edge of seat is at or forward of the point where tires touch the floor, avoid using front of seat tubes for support during entry or exit from chair to prevent tipping.**
- **Avoid using footplates for weight support during exit or entry of the chair.**



1. Waste Disposal

The shipping carton should be kept for possible return to the manufacturer/service facility for repair or maintenance. Other paper packaging waste should be set aside for recycling. For disposition of replaced parts or the complete chair, the materials should be separated into: plastic, rubber, steel, aluminum, etc., and set aside for recycling.

2. Intended Use

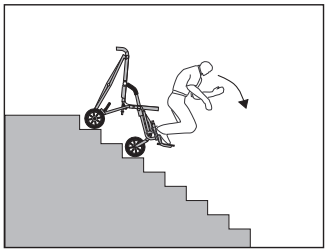
This product is intended for use by a person with physical disabilities who is frequently or permanently non-ambulatory. The chair is always under the control and supervision of an attendant, and the occupant should never be left unattended.

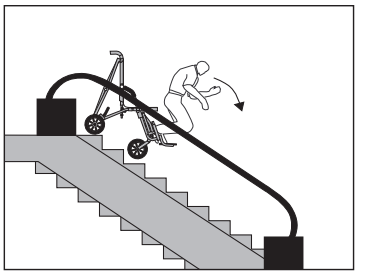
3. Suitable Environment

The chair is intended for both indoor and outdoor use. If the chair is used in the rain, the excess water should be wiped off with a soft cloth. If the chair is splashed with mud or corrosive substances like salt water or road salt, the chair should be washed clean with water, wiped dry and a hypoallergenic and biodegradable lubricant reapplied to the moving parts. The chair should never go into seawater, as it will corrode areas that cannot be washed clean. When going from outside to inside, clean any excess dirt or mud from the wheels to prevent soiling of inside environment.

4. Safety Instructions

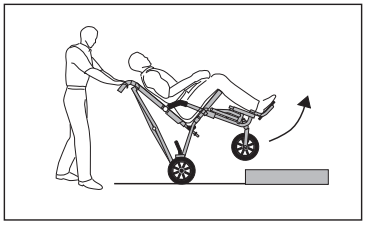
- Follow folding/unfolding instructions.
- Never leave occupied chair unattended.
- Do not attempt to take occupied chair up or down stairs, escalators, steep inclines, or icy or slippery surfaces.



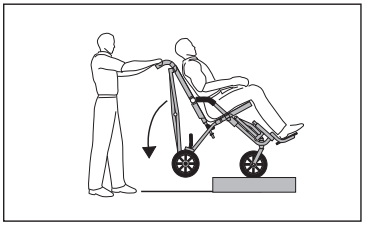


- To avoid tipping, do not overload the chair, or hang heavy items on the handles that might cause tipping.
- Be aware of newly created sharp edges.
- Frequently inspect the adjustments on the frame and the positioning accessories.
- Do not use chair after occupant has outgrown it.
- Do not ignore minor malfunctions and maintain the chair in good operating condition. Monitor the wheel locks (brakes) regularly and adjust as needed.
- When going up a curb or step, face the chair forward and tilt back to lift the front wheels over the curb. Move forward and lift the rear wheels over the curb.

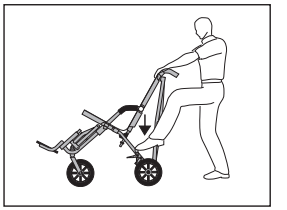
- **If and whenever possible and feasible, the rider should transfer out of the chair and into an approved vehicle seat and passenger restraint system**. However, if a transfer is not possible, use only designated chairs in a moving vehicle which contain the Wheelchair Tiedown and Occupant Restrain System (WTORS) following the requirements of SAE J2249. Follow tie-down harness manufacturer's instructions carefully and refer to Convaid's 'Transit Guide' for specifics.



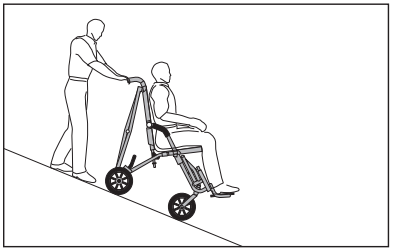
- When going up a curb or step, face forward and tilt the chair back to lift the front wheels over the curb. Move forward and lift the rear wheels over the curb.



- When going down a curb, approach the curb backwards. Lower the rear wheels down the curb and continue backwards, taking the weight off the front wheels so they can be gently lowered.



- When transferring user to or from chair, apply foot wheel locks.



- Maintain control of the chair at all timeswhile going up/down ramp. Avoid steep slopes, particularly with a heavy occupant. If in doubt, do not attempt a descent unless a third party is present to help maintain control of chair.

5. Chair Maintenance

The following maintenance procedures should be conducted on a regular basis: Examine your Convaid product visually from time to time for possible wear and tear. Teflon spray* should be applied to frame and moving parts to maintain easy folding and adjustment.

a) Tire Air Pressure: The air pressure in your tires should be checked WEEKLY, since low air pressure may affect brake ability.

b) Axles and Moving Parts: Axles and moving parts should be wiped off WEEKLY with a slightly moist cloth, to remove dust, dirt and mud. Sparingly apply a high quality Teflon spary* after each cleaning. Do NOT use WD-40, silicone sprays or other lubricant sprays as they will attract dust and dirt.

c) Repair or replace loose, worn, bent, missing or damaged parts before using the chair!

MAINTENANCE CHART	Weekly	Every 3 months	Every 6 months	As necessary
Rims, tires and tire pressure	●			
Wheel locks and hand brakes	●			
Accessories	●			
Front and rear wheel axles		●		
Cleaning & lubricating all moving parts****		●		
Belts, zippers and Velcro closures		●		
Seat-/ back upholstery**/tautness		●		
Armrests & foam			●	
Frame			●	
Contacting a Convaid representative for service or repair***				●

* Use a non-toxic, hypoallergenic lubricant for all moving parts of the frame

** Follow cleaning instructions for appropriate user hygiene

*** **NOTE:** Repair or replacement of non-removable, worn or broken parts must be performed by a qualified service facility.

**** **NOTE:** Do NOT use WD-40 or other silicone based spray as a lubricant.

6. Cleaning and disinfection

Clean all areas that come in contact with user or caregiver with a disinfectant solution.

To prevent the spread of germs, disinfectant wipes should be used on a regular basis. Keep frame dry and apply a non-toxic, hypoallergenic and biodegradable lubricant to all moving parts. After longer storage periods, and before further use, the entire chair needs to be serviced, cleaned and disinfected. Follow the guidelines of each country and region.

Cleaning of frame:

Frame is to be kept dry and free of dirt and should be wiped off with a non-toxic, hypoallergenic and biodegradable wipe. Lubricant should be applied to moving parts as needed to maintain easy folding and adjustment.

All contact with salt water should be avoided. If the chair is used in salt-water environments corrosion may occur. In the event of salt-water exposure, the frame should be wiped off with a moist towel as soon as possible. Water and a soft cloth are sufficient; lubricant should be reapplied to all moving parts.

Cleaning of wheels and brakes:

Wheels should be cleaned of dirt or mud after each use so as to not interfere with pushing the chair. The brakes are to be kept free of dirt or mud, so as not to interfere with locking. Wipe wheels and brakes with a moist cloth as needed and readjust brakes if indicated.

Cleaning of fabric cover:

Seat and back upholstery can be easily removed and re-attached to the chair for washing. Use standard detergent to wash fabric. Use the gentle cycle and cold water. Hang dry ONLY, DO NOT place in clothes dryer as this will damage the seat and back upholstery.

Cushioned parts can also be removed from chair for washing or to wipe off with a moist cloth. Before re-attaching them to the chair, make sure they are completely dry.

Parts that are permanently attached may be wiped vigorously with a moist cloth. Allow sufficient time to dry before placing user in chair.

7. Storage

Store your chair in a clean, dry area and avoid extended exposure to moisture. After extended storage periods, and before reuse, the entire chair needs to be serviced, cleaned and disinfected.

8. Re-use

Your Convaid chair should undergo a wipe-down disinfection before re-use. Please use a non-toxic, biodegradable disinfectant solution suitable for surface disinfection.

Please check the following components (see MAINTENANCE CHART) for operation, intactness, and replace if necessary:

- Wheels (tread pattern), air pressure if applicable
- Frame
- Seat- and back upholstery
- Wheel lock operation
- Bearings and axles: check wear and tear/ lubrication
- Straight-running stability of wheels
- Attachments

9. Repairs

User: The user can replace easily removable parts or accessories, e.g. footplates and footrest assemblies, heel loops, all fabric items, hand grips, etc. ***Manufacturer/Service Facility***: Repair or replacement of permanently attached, worn or broken parts must be performed by a qualified service facility. Any individual part of the chair can be replaced. If the service facility is close, contact the manufacturer/service facility for needed repairs for delivery in person. Alternatively, the chair should be packaged in the original or suitable shipping carton for return to the manufacturer/service facility. Ship via parcel post or by private package delivery
services.

10. Tools Required

User:

- 3⁄8”, 7⁄16”, 3⁄4” or 2 adjustable wrenches with 3⁄4” capacity Phillips head screwdriver
- Hex key 5⁄32” (included)

11. Spare Parts

If you need any spare parts for your chair, please visit or call a Service Facility. If the part is not under warranty, you will receive an estimate of the cost and, if necessary, shipping instructions for the return of the chair for repairs.

12. Functional Tests

All four wheels should make contact with the floor. With the chair empty, push it forward on a smooth level surface with enough momentum to travel six feet (2 m). The chair should not veer to the left or right more than six inches (15 cm). Wheels should be free running and the wheel locks (brakes) adjusted to adequately secure the chair. Following the fold/unfold instructions, the chair should fold/unfold smoothly without undue effort. All fasteners should be secure. Fasteners on moving joints should not be over tight. Seat fabric should not be wide-stretched or sagging. Positioning accessories should be correctly adjusted and secure.

13. Authorized Service Dealer

Limited Lifetime Warranty

Convaid warrants to the original retail purchaser of the Convaid product, that if any part thereof proves functionally defective in material or workmanship within the specified warranty period, such defective part will be repaired or replaced (at Convaid's discretion) free of charge. Warranty service may be performed by an authorized service center or (at Convaid's discretion) the factory.

Warranty Period

Frame & X-Braces.....Lifetime of original retail buyer

Other components.....One year

Fabric & webbing.....One year

Planar seat & back.....Five years for hardware, 18 months for all other components

Sensiform cushion .....Two years

This warranty does not cover normal wear and tear or damage caused by accident or misuse.

To exercise this limited warranty, the user should first obtain a Return Authorization Number from Convaid's customer service. The product must be delivered charges pre-paid (UPS recommended) to the factory or to an authorized service center, together with a copy of the original invoice, the Return Authorization Number and a written description of the problem.

THIS LIMITED WARRANTY EXCLUDES ANY CLAIM FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. ANY IMPLIED WARRANTY APPLICABLE IS LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS. SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE THEREOF.

This warranty gives you specific legal rights and you may have other rights that vary from state to state. Warranty applicable in USA only, may vary in other countries.

FAST FACTORY SERVICE: If being without your chair creates a hardship, you may wish to take advantage of our Fast Factory Service, whether under warranty or not.

WARRANTY REPAIR: Simply send your chair to Convaid by UPS Next Day Air (prepaid). It will be fixed and shipped out within 48 hours by UPS Next Day Air at our expense.

NON-WARRANTY REPAIR: The time to repair and ship back to you will be extended by the length of time it takes us to reach you for approval of estimated repair costs.

The CE Mark Authorized Representative:
B. S. Partnership, 41 Dan-Y-Coed Road, Cardiff, CF23 6NB, UK

Convaid

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